

**QSAC – QUALITY AUDIT SERVICES CHECKLIST**  
**ENHANCED QUALITY MEASURES**

**HUMAN RESOURCES**

**Enhanced CORE Quality Measures – Required**

**1. Add Certification Level changes as follows:**

Class IV library: Level II certification for head librarian and at least one other support staff at Level IV certification.

Class V library: Level I certification for head librarian and at least one other support staff at Level I certification, and at least one Level II certification for population over 40,000.

Class VI library: Level I certification for head librarian and at least two other support staff at Level I certification, and at least one Level III certification for every 20,000 population over 60,000.

**Completion Date:**

**Comments:**

*(optional)*

**2. The library schedules staff meetings on a regular basis with agendas and staff involvement.**

**Completion Date:**

**Comments:**

*(optional)*

**3. The library pays for the director's membership in professional organizations such as the American Library Association or the Michigan Library Association.**

**Completion Date:**

**Comments:**

*(optional)*

**Enhanced ELECTIVE Quality Measures – CHOOSE TWO**

**1. The Library maintains a staff and volunteer recognition program.**

**Completion Date:**

**Comments:**

*(optional)*

**2. Library trustees will participate in at least one continuing education opportunity every three years. Such opportunities include, but are not limited to, the Library of Michigan's New Directors and Trustees Workshop, the Michigan Library Association's annual conference, and other Library of Michigan, Michigan Library Association, and cooperative-sponsored programs.**

**Completion Date:**

**Comments:**

*(optional)*

**3.** The library provides in-service opportunities for staff development.

**Completion Date:**

**Comments:**

*(optional)*

**4.** The library board encourages and supports staff, with budget allocations and release time, to be involved in community organizations and activities. Typical local organizations for library staff to work with are the chamber of commerce, Kiwanis, Rotary, school boards, planning committees, historical and genealogical societies, senior centers, public and private schools, foundations, governmental units, civic and other non-profit organizations.

**Completion Date:**

**Comments:**

*(optional)*

## **GOVERNANCE / ADMINISTRATION**

### **Enhanced CORE Quality Measures - Required**

**1.** The board meets eight (8) times a year.

**Completion Date:**

**Comments:**

*(optional)*

**2.** The library receives local support equal to .5 mills taxable value.

**Completion Date:**

**Comments:**

*(optional)*

**3.** The library maintains a written strategic plan, covering a period no longer than 3 to 5 years, which details services, programs and resources to be offered (beyond the Enhanced services referred to in this document) to address community needs. The plan includes a community profile using census reports, local government documents, chamber of commerce materials, and special community planning reports. The plan includes a mission statement, goals, objectives, strategies, an implementation schedule and an evaluation plan. The plan is reviewed on an ongoing basis. *[Note: For two titles regarding the planning process, see the Bibliography.]*

**Completion Date:**

**Comments:**

*(optional)*

**4.** The board adopts a written financial plan including a written procurement plan for purchasing materials necessary to operate the library. *[Note: See Governance and*

*Administration Appendix A-Finance for a list of items to include in a financial plan.] For more information see the Library of Michigan's Financial Management Reference Guide at [http://www.michigan.gov/hal/0,1607,7-160-18835\\_18894-69217--,00.html](http://www.michigan.gov/hal/0,1607,7-160-18835_18894-69217--,00.html)*

**Completion Date:**

**Comments:**

*(optional)*

**5.** The board approves a plan to recognize contributions to the library.

**Completion Date:**

**Comments:**

*(optional)*

### **Enhanced ELECTIVE Quality Measures – CHOOSE ONE**

**1.** The library provides funds for an annual board development workshop or the board completes one annual continuing education activity at the local, regional, or state level.

**Completion Date:**

**Comments:**

*(optional)*

**2.** The director and/or board member make at least annual appearances before local funding officials, if applicable.

**Completion Date:**

**Comments:**

*(optional)*

## **SERVICES**

### **Enhanced CORE Quality Measures - Required**

**1.** The library's minimum number of unduplicated open hours, reflecting a mixture of weekday, evening, and weekend hours is: Class I 25 hours per week, four days, one evening, one weekend Class II 35 hours per week, five days, two evening, one weekend Class III 40 hours per week, six days, two evenings, one weekend Class IV 50 hours per week, six days, two evenings, one weekend Class V 55 hours per week, six days, three evenings, one weekend Class VI 60 hours per week, six days, four evenings, one weekend. *[Note: Summer hours do not apply.]*

**Completion Date:**

**Comments:**

*(optional)*

**2.** The library offers reciprocal borrowing with other Michigan libraries. Interlibrary loan requests are **placed** by the next business day. Intra-library loans are **delivered** within three days.

**Completion Date:**

**Comments:**

*(optional)*

**3.** Based on its strategic plan, the library targets and serves selected segments of the community by developing programs to meet their needs. Segments of the community can refer to patrons of specific age groups, such as parents, young adults, seniors. It can also refer to those of a specific ethnic background, such as Hispanic, Native American, or Scandinavian. It can also be those sharing a common interest, such as genealogy, local history, or reading fiction.

**Completion Date:**

**Comments:**

*(optional)*

**4.** The library incorporates activities that support emergent literacy into their infant, toddler and preschool story times and programs.

**Completion Date:**

**Comments:**

*(optional)*

**5.** Library staff refers users to an appropriate agency, organization or other library if an information request cannot be fully satisfied.

**Completion Date:**

**Comments:**

*(optional)*

### **Enhanced ELECTIVE Quality Measures – CHOOSE TWO**

**1.** The library visits local elementary schools to promote the summer motivational reading program.

**Completion Date:**

**Comments:**

*(optional)*

**2.** The library accepts and answers an information request by Telecommunications Device for the Deaf (TDD) or staff is trained in the use of Michigan Relay. (Michigan Relay is a two-way service for the hearing-impaired. When a person with a hearing or voice disability calls a place without a TDD, a Michigan Relay operator answers this call via TDD, and then voices what the person types to the hearing person on the other line, for example, the library.)

**Completion Date:**

**Comments:**

*(optional)*

**3.** Based on available space, the library welcomes displays of local art and collections.

**Completion Date:**

**Comments:**

*(optional)*

## COLLECTION DEVELOPMENT

### Enhanced CORE Quality Measures – Required

1. The library spends at least 10% of its operating expenses on materials.

**Completion Date:**

**Comments:**

*(optional)*

2. The library keeps its collection up-to-date, with a minimum of 20% of its circulating materials acquired within the last five years, and a minimum of 5% of its circulating collection weeded every year.

**Completion Date:**

**Comments:**

*(optional)*

3. All materials are cataloged using Machine Readable Catalog (MARC) format and Anglo-American Cataloging Rules, 2nd edition (AACR2) standards.

**Completion Date:**

**Comments:**

*(optional)*

### Enhanced ELECTIVE Quality Measures – CHOOSE ONE

1. The library provides access to materials in a variety of formats to ensure equal access for the disabled of all ages. Format examples include audio books, large print books, information in electronic formats, and closed captioned, described, or signed videos.

**Completion Date:**

**Comments:**

*(optional)*

2. The library uses professional reviews or services necessary to select, order, and purchase quality materials.

**Completion Date:**

**Comments:**

*(optional)*

## TECHNOLOGY

### Enhanced CORE Quality Measures - Required

1. All adult, professional staff has access to email.

**Completion Date:**

**Comments:**

*(optional)*

*(optional)*

**2.** The library has a technology plan that is reviewed every three years. *[See Technology Appendix A for suggested technology plan components.]*

**Completion Date:**

**Comments:**

*(optional)*

**3.** The library provides broadband (high-speed) Internet access with a minimum response time of less than 30 seconds.

**Completion Date:**

**Comments:**

*(optional)*

**4.** The library provides an Integrated Library System (ILS).

**Completion Date:**

**Comments:**

*(optional)*

**5.** The library's automated system supports the National Information Standards Organization protocols for Information Retrieval (IR) for library applications, or, Z39.50.

**Completion Date:**

**Comments:**

*(optional)*

### **Enhanced ELECTIVE Quality Measures – CHOOSE TWO**

**1.** The public is able to duplicate portions of library materials for outside of library use within copyright restrictions.

**Completion Date:**

**Comments:**

*(optional)*

**2.** The public can access the Online Public Access Catalog (OPAC) within 2 minutes while in the library.

**Completion Date:**

**Comments:**

*(optional)*

**3.** The library provides Web-based access to and status on local materials.

**Completion Date:**

**Comments:**

*(optional)*

**4.** There is at least one PC for every staffed service area, for example, adult services, youth services, technical services, and circulation services.

**Completion Date:**

**Comments:**

*(optional)*

5. The library provides 3 methods of adaptive technology for use by disabled patrons in the library. *[See Adaptive Technology Appendix A for a list of various adaptive technologies.]*

**Completion Date:**

**Comments:**

*(optional)*

## **FACILITIES AND EQUIPMENT**

### **Enhanced CORE Quality Measures - Required**

1. The library's internal lighting meets Institute of Electrical and Electronic Engineers standards of 35 foot candles at floor level.

**Completion Date:**

**Comments:**

*(optional)*

2. The library's accessible features, such as entrance doors, restrooms, water fountains, and parking spaces, display the International Symbol of Accessibility.

**Completion Date:**

**Comments:**

*(optional)*

3. The library provides a separate area for children's services, collections or activities.

**Completion Date:**

**Comments:**

*(optional)*

4. The library meets the Essential Standard for .75 square feet of library space per capita of the library service area population without a waiver.

**Completion Date:**

**Comments:**

*(optional)*

### **Enhanced ELECTIVE Quality Measures – CHOOSE ONE**

1. The library provides a public meeting room.

**Completion Date:**

**Comments:**

*(optional)*

2. The library equips its restrooms with diaper changing stations.

**Completion Date:**

**Comments:**

*(optional)*

3. The library entrance includes a manually operated automatic door opener.

**Completion Date:**

**Comments:**

*(optional)*

## **PUBLIC RELATIONS**

### **Enhanced CORE Quality Measures - Required**

1. The library maintains a spot for library promotional materials in a public area.

**Completion Date:**

**Comments:**

*(optional)*

2. The library publishes a newsletter, at least semi-annually. The newsletter can be made available solely on the library's Web page.

**Completion Date:**

**Comments:**

*(optional)*

3. The library develops partnerships with other community groups and agencies to showcase how the library can support and improve their services.

**Completion Date:**

**Comments:**

*(optional)*

4. The library develops a local library slogan, and logo. These are used on signs, Web page, and distributed promotional materials such as brochures, business cards, stationary, annual report, bookmarks, and fliers.

**Completion Date:**

**Comments:**

*(optional)*

### **Enhanced ELECTIVE Quality Measures – CHOOSE TWO**

1. The library designates one staff member to coordinate public relations activities.

*[Note: This person may be the director.]*

**Completion Date:**

**Comments:**

*(optional)*

2. The library board and administration promote the formation of and support active participation in a Friends group.

**Completion Date:**

**Comments:**

*(optional)*



**3.** The library distributes an annual report to the community, local funding units, and state and federal legislators.

**Completion Date:**

**Comments:**

*(optional)*

**4.** The library maintains a permanent file folder of all its press releases and promotional materials to capture the library's public history.

**Completion Date:**

**Comments:**

*(optional)*